

Performance and Tracking Metric Proposal Template

Illinois Commerce Commission

Public Act 102-0662

STEP 1: PERFORMANCE METRIC PROPOSALS

Instructions. Use this template to propose performance metrics that the Illinois Commerce Commission should consider pursuant to the directives in the Illinois Energy Transition Act.¹ Metric proposals will support stakeholder discussion of utility performance metrics and inform the Commission's report to the legislature following the conclusion of the workshop process.

- **Insert your organization's name in the page header and title of each table.**
- **Propose 1 to 3 performance metrics for each metric performance area in Table 1.** You may add additional rows performance areas and metrics, as desired.
- **Include as much detail as possible in your proposals.** However, your proposals do not need to be completely developed at this stage. Blank boxes or unanswered questions are allowed if you currently lack the data or expertise to make a judgement about one or more components.
- **Consider the parameters outlined in 220 ILCS 5/16-108.18(e)(2),** including that performance metrics shall:
 - Measure outcomes and actual results where possible
 - Aim to achieve incremental improvements over baseline performance values and targets over 4-10 years
 - Be achievable by the electric utility and reasonably within the control of the utility
 - Not be required to be the same among electric utilities
 - Assume that the utility will adopt or implement the technology and equipment and make investments necessary to achieve the goal
 - Not have the sole expectation of reducing the workforce
- **Add any additional comments** regarding the metric performance areas in Table 2.

¹Pursuant to [220 ILCS 5/16-108.18(b), (e)(1), & (e)(3)], a performance Metric is a manner of measurement for a particular utility activity. They will be used to: (a) better tie utility revenues to performance and customer benefits, (b) accelerate progress on goals, and (c) ensure equity and affordability of rates for all customers, including low-income customers, and hold utilities publicly accountable

Table 1: Performance Metric Proposals from [Faith Coalition for the Common Good]

METRIC PERFORMANCE AREA	DESCRIPTION	CALCULATION & DATA COLLECTION METHOD	ANNUAL PERFORMANCE TARGET(S)	INCENTIVES AND/OR PENALTIES
Reliability & Resiliency (Including power quality)				
Peak Load Reduction				
Supplier Diversity	One of the objectives is to maintain and grow a diverse workforce. There are barriers to being a contractor: It requires having the skills to run a business, having been trained in a trade, and having the capital to own a business. Thus, the supplier diversity metric should focus more on the number of minorities, female, veteran, and disabled employees or trainees working for the utilities' contractors, rather than the ownership of the contractors.	If the utilities do not currently have the number of minorities, etc. working for their contractors, it would be straightforward to get this information from the contractors.	The ultimate target would be for minorities, females, veterans, and disabled employees to be to align the demographics of employees with the demographics of the utilities' service territory. Annual performance goals should aim for incremental change and be based upon the achievable results, considering the ability to recruit and train these populations.	The incentive or penalty should be commensurate with the social benefit of the opportunity for minorities, females, veterans, and disabled persons, to have quality jobs.

METRIC PERFORMANCE AREA	DESCRIPTION	CALCULATION & DATA COLLECTION METHOD	ANNUAL PERFORMANCE TARGET(S)	INCENTIVES AND/OR PENALTIES
Affordable Customer Delivery Costs (Emphasis on lower-income, equity-investment eligible and environmental justice communities)	The focus should be on giving customers in lower-income, equity-investment eligible, and environmental justice communities the tools to lower their delivery costs. The metric would be the percentage of customers in the target population, who are participating in real time pricing, net metering, DER, or other programs that would assist them in controlling their delivery costs.	As the General Assembly has directed that these populations be considered in its objectives, it is assumed that the utility has the wherewithal to identify these targeted customers. The baseline would be the numbers currently participating.	The ultimate performance target would be to equalize the percentage of participators in the target population with other customers. The annual performance target would be a percentage increase, to be determined based on what methods are available to make this increase. It is noted that one of the objectives is for the utility to make cost effective investments.	The utilities would be incentivized to do this by the simple fact that empowering these communities to control their delivery costs would reduce the number of customers in arrears or disconnected. Unless the utilities are insulated from costs associated with arrearages & disconnections, a reduction would improve the utilities bottom line. It would also lower the costs for other customers.
Timely Interconnection Approval				
Customer Service				
[Insert Other Metric Here]				

Table 2: [OPTIONAL] Additional Comments on Performance Metrics Areas from [Insert Organization]

METRIC PERFORMANCE AREA	COMMENTS
Reliability & Resiliency (Including power quality)	<ul style="list-style-type: none"> • • •
Peak Load Reduction	<ul style="list-style-type: none"> • • •
Supplier Diversity	<ul style="list-style-type: none"> • • •
Affordable Customer Delivery Costs (Emphasis on lower-income, equity-investment eligible and environmental justice communities)	<ul style="list-style-type: none"> • • •
Timely Interconnection Approval	<ul style="list-style-type: none"> • • •
Customer Service	<ul style="list-style-type: none"> • • •
[Insert Other Metric Here]	<ul style="list-style-type: none"> • • •

STEP 2: TRACKING METRIC PROPOSALS

Instructions. Use this template to **PROPOSE** tracking metrics that the ICC should consider pursuant to the directives in the Illinois Energy Transition Act.²² Metric proposals will support stakeholder discussion of utility tracking metrics and inform the Commission's report to the legislature following the conclusion of the workshop process.

- **Propose 1 to 3 tracking metrics for each metric tracking area in Table 3.** You may add additional tracking areas and metrics, as desired.
- **Include as much detail as possible in your proposals.** However, your proposals do not need to be completely developed at this stage. Blank boxes or unanswered questions are allowed if you currently lack the data or expertise to make a judgement about one or more components.
- **Add any additional comments** regarding the tracking metric performance areas in Table 4.

²²Pursuant to [220 ILCS 5/16-108.18(b), (e)(1), & (e)(3)], tracking metrics are for collecting and monitoring data to measure and report utility performance and establish future performance metrics.

Table 3: Tracking Metric Proposals from [Insert Organization]

METRIC TRACKING AREA	DESCRIPTION	CALCULATION & DATA COLLECTION METHOD
Minimize GHG emissions and air pollutants , particularly in environmental justice and equity investment eligible communities		
Enhance grid flexibility , including via increased deployment of non-dispatchable resources, load balancing, and rate diversity		
Ensure rates reflect cost savings attributable to grid modernization and DERs that allow the utility to defer or forgo traditional grid investments		
Create and sustain full-time-equivalent jobs and opportunities for all segments of the population and workforce , including minority-owned businesses, women-owned businesses, veteran-owned businesses, and businesses owned by a person or persons with a disability		
Maximize and prioritize the allocation of grid planning benefits to environmental justice and economically disadvantaged customers and communities		
[Insert Other Metric Here]		

Table 4: [OPTIONAL] Additional Comments on Tracking Areas from [Insert Organization]

METRIC TRACKING AREA	COMMENTS
Minimize GHG emissions and air pollutants , particularly in environmental justice and equity investment eligible communities	<ul style="list-style-type: none"> • • •
Enhance grid flexibility , including via increased deployment of non-dispatchable resources, load balancing, and rate diversity	<ul style="list-style-type: none"> • • •
Ensure rates reflect cost savings attributable to grid modernization and DERs that allow the utility to defer or forgo traditional grid investments	<ul style="list-style-type: none"> • • •
Create and sustain full-time-equivalent jobs and opportunities for all segments of the population and workforce , including minority-owned businesses, women-owned businesses, veteran-owned businesses, and businesses owned by a person or persons with a disability	<ul style="list-style-type: none"> • • •
Maximize and prioritize the allocation of grid planning benefits to environmental justice and economically disadvantaged customers and communities	<ul style="list-style-type: none"> • • •
[Insert Other Metric Here]	<ul style="list-style-type: none"> • • •